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## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Deteriorated State of Key Building

STAT FROM: Chief [redacted] EXTENSION NO. [redacted] DATE 1 December 1987

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

STAT 1 D/OL

12/14

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- He has set up a meeting with you on the 16th at Hqs. Sent a cy to RECD

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STAT

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~~AC/RECD - what the hell is going on?~~~~Please discuss with me as soon as possible.~~

Speed - to be discussed as forthcoming mtg with [redacted]

21101X87

2 December 1987

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MEMORANDUM FOR: Director of Logistics

FROM: [REDACTED]

Chief, [REDACTED]

SUBJECT: Deteriorated State of Key Building

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1. As you are probably aware the trials of operating out of Key Building are never ending. On Monday, 23 November, the building was without heat until late afternoon. Although we were never able to ascertain exactly what happened we were told that a water pipe had broken (rusted through) over the weekend and all of the (heated) water in the system had been lost.

2. Presently the OMS Safety Inspectors are working in our area. A large number of electrical outlets, including those supporting our WANG Alliance terminals, have been declared unsafe. We have been advised to unplug a critical number of terminals which we depend upon. Power outages continue to plague us on a daily basis.

3. As you probably know by now, as far as logistical problems at Key Building are concerned, this is just the tip of the iceberg. With this in mind, I would like you to consider engaging the Tiger Team approach to the Key Building complex. Faced with our safety inspectors' report, the owners of the building would probably welcome "free maintenance" by our Tiger Team. Any legal issues could probably be resolved by our lawyers working out an addendum to the existing contract with the owner's legal representatives.

4. I strongly urge you to approve the Tiger Team route for us. Our situation here at Key Building is appalling. It has contributed to low morale among [REDACTED] employees and has hampered efforts to invigorate our program. I look forward to hearing from you.

CC:

ADDA

CONFIDENTIAL

# ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Working Environment in Key Building

FROM:

EXTENSION

NO.

STAT  
SIAI

Chief, Support Staff

DATE

13 October 1987

TO: (Officer designation, room number, and building)

DATE

OFFICER'S  
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

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FORWARDED

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1. Director of Logistics

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C O N F I D E N T I A L

6 October 1987

MEMORANDUM FOR: Director, Office of Logistics

ATTENTION: Chief, Real Estate &amp; Construction Division

FROM: [REDACTED]  
Chief, Support Staff

SUBJECT: Working Environment in Key Building

1. The attached list is a partial representation of building maintenance or service problems we have encountered with Charles E. Smith and Co. in Key Building during the period 5 July - 5 October 1987. It is the general perception that building services deteriorated considerably in the face of spending moratoriums and the anticipated move [REDACTED] and other Key Building components to [REDACTED] Headquarters during the summer and fall of 1987. The Headquarters moves have now been delayed until 1993. The employees who remain in Key are now asking for the same standard of service expected in Headquarters and other Agency Buildings.

2. ~~We very much appreciate the efforts OL/RECD has made to provide the service we require. We are not at all certain that Charles E. Smith & Co. has the willingness or resources to provide the standard of service that is expected. We would strongly recommend that consideration be given to bringing in OGDEN Allied in lieu of Charles E. Smith. We realize this would represent a major effort on the part of all individuals concerned but based on our three-month experience we feel it would prove to everyones mutual advantage.~~

The following maintenance problems occurred during the period 5 July - 5 October 1987.

a. Power Problems: Power failures during July and August brought down the Wang Alliance and Word Processing systems. Intel production stopped. Building Management blamed the electric fans brought in by the employees. The employees maintained that the air conductioning system was ineffective. Both sides are correct.

Action Requested: Review of electrical and power requirements.

C O N F I D E N T I A L

C O N F I D E N T I A L

b. Air Conditioning Problems: The air handling system failed to provide a reasonable working environment during much of July. At our request, all ducts and vents were checked and vacuumed, apparently for the first time in many years. This service improved the quality of air and the use of fans was virtually eliminated. Unfortunately, our employees reported no air conditioning Saturday, 19 September. Both compressors located on the roof of Key Building had failed. There was no air conditioning in the building until the following Thursday afternoon, the dates are 19-24 September 1987. Some employees were released when temperatures went into the 90's. Again Intel production was impaired.

Action Requested: Reviews of Air Conditioning requirement and capabilities.

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c. Minor Renovations: [ ] was allocated additional space on the second floor upon the departures of FBIS. It took five weeks to get a door installed to provide ready access to this space. This in itself was further aggravated by weekly promises to install the door with repeated, almost predictable no-shows. The perception of the employees affected is that Charles E. Smith is totally indifferent to their needs.

Action Requested: Review Response Times.

d. Maintenance: As a result of water leaks, holes were punched in the wall on the second floor during the third week in September. The leak appears to have been fixed. The holes remain four weeks later. Charles E. Smith claims to have sent repairman but there were no security escorts so they left without contacting anybody. [ ] has asked to be made aware of any future problems with escorts.

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Action Requested: Review the Escort Coordination Process.

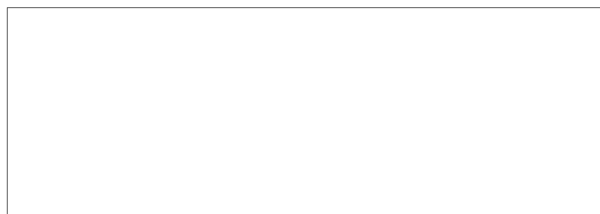
e. Elevators: Elevator service is frequently inadequate. Some mornings only one elevator will be in service. One morning two of the three appeared to be working but each insisted on stopping at each floor where they bulked and shuddered before moving to the next. Most employees choose to walk.

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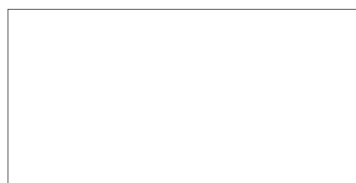
f. Cleaning Services: The cleaning service, subject of many earlier complaints, has greatly improved since July. Restroom odors, a frequent complaint, are no longer apparent. Cleaning crews are much more in evidence. We appreciate the improvement in this area.

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ALL PORTIONS CONFIDENTIAL



C O N F I D E N T I A L

MEMORANDUM FOR: Chief, National Collection Division

VIA: Associate Deputy Director for Administration

FROM: John M. Ray  
Director of Logistics

SUBJECT: Deteriorated State of Key Building

25X1 REFERENCE: Memo for D/L frm [ ] dtd 2 Dec 87,  
Same Subject

1. Attached herewith is a detailed account of the state of affairs in the Key Building submitted to me by the Chief, Real Estate and Construction Division, OL.

2. I do think we could provide you with better logistical support if you would work through the logistics officers assigned

25X1 [ ] You can be assured that we will do our best to straighten out any deficiencies in Key Building to the best of our abilities.

3. I am very much concerned about OL's overall relationship

25X1 [ ] The need to invoke the Associate Deputy Director for Administration (A/DDA) is very disturbing to me. Further, a

25X1 senior officer [ ] is alleged to have made the following

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statement: "I've also looked at the building contract, the U.S.G. is being taken for a ride. I also think this building has too much asbestos -- violating federal law! Want to have fine?"

4. Given the gravity of this matter, I have taken the liberty of arranging a meeting with you and the A/DDA to discuss this further.

John M. Ray

Attachment:

C O N F I D E N T I A L